

Modivcare New Jersey Key Telephone Numbers

Key Terms:

A **standing order** is a regularly reoccurring (*there or more times per week, for 3 or more or more months duration*) reservation for transport to a Medicaid billable service. For example, Monday, Wednesday and Friday transport to and from dialysis.

A **demand trip** is a less frequent, episodic trip. For example, a prescheduled trip to and from a routine doctor visit.

866-527-9933 is the **reservation number**. Beneficiaries, their families/care givers or medical providers call the reservation number to reserve a demand trip.

866-288-3133 is the **reservation number** for the deaf or hearing impaired. **866-**

527-9945 is the **Facility Department telephone number** for the exclusive use of the health care facility staff. Call to speak to one of our Facility Department specialists about a standing order, or to request a demand trip for one of your patients. Hospital discharge planners should call this number to schedule a patient discharge.

877-457-3316 is the **Facility Department fax number**. Case managers or social workers fax their patients' standing orders to this number. Nursing homes can fax in a demand trip request for two or more of their residents going to the same destination on the same day. For example, four (4) residents going to the county health department next Thursday.

866-527-9934 is the **“Where’s My Ride?” telephone number** that case managers, social workers and beneficiaries (or their families/care givers) call concerning a service issue. For example, transportation is late dropping off or picking up the patient.